

## **HUMAN SERVICE TRANSPORTATION DELIVERY PROGRAM (HSTD)**

### **Overview:**

The Human Service Transportation Delivery (HSTD) Program provides non-emergency, non-ambulance medical transportation services to eligible Medicaid, Vocational Rehabilitation, and Department of the Blind recipients. It also combines the resources of public and private transportation providers in an efficient, cost effective and easily accessible transportation program throughout the Commonwealth of Kentucky.

The Department for Medicaid Services (DMS) contracts with the Kentucky Transportation Cabinet (KyTC) to manage the daily operation of the HSTD program. The Office of Transportation Delivery (OTD) within the KyTC answers complaints from recipients, subcontractors, or regional brokers and resolves them. Please call 1-888-941-7433 if you need assistance with any issues or concerns.

Under the HSTD program the Commonwealth is divided into 15 transportation regions. A regional broker coordinates transportation services for each region through use of a network of providers located within the region.

### **Basic rules about transportation services:**

If you or someone in your household has a car, van or truck and it is not available or appropriate for you to use, you must give the transportation provider, in writing, information that verifies you cannot use the vehicle.

- You can get a doctor's note if it is for a medical reason.
- You can get a mechanic's statement if it is not working or if there are mechanical problems.
- Have your family member's boss or school official write a note that the family member cannot give you a ride when you need it because of their work or school hours.
- If the car, van or truck has been junked, you will need to give a copy of the vehicle registration to your broker from the County Clerk's Office.

You should always try to go to the closest medical facility that can help your condition. If you need care that is out of your service area (county or a county that borders your county) you will need to have your doctor write a note to the broker explaining why it is important for the trip to occur.

Only Medicaid members that are in a wheelchair or are able to walk but disoriented are allowed to choose the company they want to ride with. You will need to give the broker a doctor's note saying that you need wheelchair or attendant services.

### **How to request services:**

Recipients needing transportation services can contact their regional broker to inquire about their hours of operation and policies for scheduling transportation services. Normal transportation services must be scheduled with the regional broker 72 hours in advance. To cancel a reservation, please call the broker and not the Office of

Transportation Delivery. After hours paging is available on weekends and state holidays for immediate or "urgent care" transportation needs.

We have provided contact information for the regional brokers and the Office of Transportation Delivery. The regional broker list is in alphabetical order by county.

**OFFICE OF TRANSPORTATION DELIVER**  
**200 Mero Street, W3-10-01**  
**Frankfort, KY 40622**  
**Phone: 888-941-7433**  
**Fax: 502-564-2058**

**REGIONAL BROKER CONTACT INFORMATION**

<b>REGION</b>	<b>COUNTIES</b>	<b>BROKER</b>	<b>ADDRESS</b>	<b>PHONES</b>
<b>1</b>	<b>Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, McCracken, and Marshall</b>	<b>Paducah Area Transit System</b>	<b>PO Box 2267 Paducah, KY 42002-2267</b>	<b>877-828-7287 270-444-8559 Fax 270-444-8668</b>
<b>2</b>	<b>Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, and Trigg</b>	<b>Pennyrile Allied Community Services</b>	<b>PO Box 582 Hopkinsville, KY 42240</b>	<b>800-467-4601 270-886-6641 Fax 270-886-1256</b>
<b>4</b>	<b>Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson</b>	<b>Central KY Community Action Agency (CKCAC)</b>	<b>PO Box 830 Lebanon, KY 40033</b>	<b>888-817-5910 270-692-2136 Fax 270-692-3507 or 270-699-2816</b>
<b>5</b>	<b>Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster, Adair, Allen, Barren, Butler, Edmonson, Green, Hart, Logan, Metcalfe, Simpson, Taylor, and Warren</b>	<b>LKLP Community Action Council</b>	<b>PO Box 340 Jeff, KY 41751</b>	<b>866--348-8579 606-487-9420 Fax 606-487-1889</b>
<b>6</b>	<b>Bullitt, Jefferson, Oldham, Shelby, and Spencer</b>	<b>LogistiCare Solutions</b>	<b>927 S. 3rd Street Louisville, KY 40203</b>	<b>866-251-7404 502-569-1688 Fax 502-569-7443</b>
<b>8</b>	<b>Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, and Woodford</b>	<b>Bluegrass Community Action Agency</b>	<b>3445A Versailles Rd., Frankfort, KY 40611</b>	<b>800-456-6588 502-695-4290 Fax 502-695-6102</b>
<b>10</b>	<b>Fayette</b>	<b>Federated Transportation Service of the Bluegrass</b>	<b>1460 Newtown Pike Suite 209 Lexington, KY 40511</b>	<b>888-848-0989 859-233-0066 Fax 859-233-1668</b>

<b>12</b>	<b>Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, and Whitley</b>	<b>Rural Transit Enterprises Coordinated (RTEC)</b>	<b>PO Box 746 Mt. Vernon, KY 40456</b>	<b>800-231-7832 606-256-9835 Fax 606-256-4319</b>
<b>13</b>	<b>Bath, Boone, Bourbon, Boyd, Bracken, Breathitt, Campbell, Carroll, Carter, Clark, Clay, Estill, Fleming, Gallatin, Grant, Greenup, Harlan, Harrison, Henry, Jackson, Kenton, Knott, Lawrence, Leslie, Letcher, Lewis, Madison, Mason, Menifee, Montgomery, Morgan, Nicholas, Owen Owsley, Pendleton, Perry, Powell, Robertson, Rowan, Trimble, and Wolfe</b>	<b>LKLP Community Action Council</b>	<b>PO Box 340 Jeff, KY 41751</b>	<b>800-245-2826 606-487-9420 Fax 606-487-1889</b>
<b>14</b>	<b>Floyd, Johnson, Magoffin, Martin, and Pike</b>	<b>Sandy Valley Transportation Services</b>	<b>81 Resource Court Prestonsburg, KY 41653</b>	<b>800-444-7433 606-886-1936 Fax 606-886-7039</b>